

## CLASS CANCELLATION POLICY

In order to be eligible for a refund, class participants must notify the Museum that they will not be attending the class no less than two weeks prior to the first day of the class. If the cancellation is due to a medical issue, a participant will be eligible for a refund provided that the participant (a) notifies the Museum **prior** to the beginning of the class, and (b) provides the Museum with a doctor's note. **A 5% cancellation processing fee will be charged for all refunds.**

Class registration may be transferred to another class of equal value or to a different participant, provided that the participant makes that request no less than one week prior to the date of the original class for which the participant is registered. Class transfers will not be permitted for later requests. A participant may only transfer a class registration once.

To request a refund or transfer to a different class or participant, notices must be sent to the Museum by email at [classes@metalmuseum.org](mailto:classes@metalmuseum.org). If requesting a transfer, the notice must include the title and date of the requested class, and if requesting a transfer to a different participant, the name, email address and telephone number of the new student.

The Museum will not provide refunds or credits for a no-call/no-show.

If the Museum cancels a class, participants will receive a full refund and the opportunity to re-enroll if the class is rescheduled.